



SWITCHBOARD OPERATOR, SMALL CONSOLE

Characteristics of Work

This is proficiency level work involving skilled operation of a Private Branch Exchange (PBX) switchboard console with less than 200 lines. Fundamental duties include the processing of incoming and outgoing telephone calls and the performance of clerical tasks related to switchboard operation. The job also entails contact with agency visitors and the communication of factual information thorough knowledge of agency operations. General supervision is received from an administrative superior.

Examples of Work

The following are examples of work performed for positions in this job class, and are not intended to reflect the essential functions of any one position. The essential functions of each individual position are determined and maintained by each individual agency.

Answers incoming telephone calls; routes calls to appropriate extension, writes, writes messages for unavailable staff members, and/or provides information in response to specific inquiries concerning agency operations.

Places outgoing local, WATS, and long distance telephone calls for agency staff.

Records date, time, length of call, and number dialed in telephone log for all WATS and long distance calls.

Alerts late agency personnel by telephone of emergency situations.

Reconciles telephone bill with telephone log prior to submission to agency business office for payment.

Greets office visitors and determines nature of business through verbal inquiry; directs visitors to appropriate destination.

Compiles, updates, and distributes interagency and/or intra-agency telephone directories.

Schedules and trains relief operators to provide adequate switchboard coverage.

Related or similar duties are performed as required or assigned.

Minimum Requirements

Graduation from a standard four-year high school or equivalent (GED) and one (1) year of experience in work related to the above-described duties;

Substitution Statement

Above graduation from a standard four-year high school or equivalent (GED), related education and related experience may be substituted on an equal basis.

